

THE CMDP REVIEW

*Comprehensive Medical and Dental Program
Bi-Annual Communiqué for ACYF, DJC, AOC/JPO*

SPRING EDITION

Ph.# 602-351-2245, 1-800-201-1795

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Welcome to the **2006 Spring Edition** of the **CMDP REVIEW**.



Cultural Competency in Health Care

Medical Interpreter Training Program:

A \$250,000 grant from Ronald McDonald House Charities Inc. will help ease translation problems in Phoenix and other hospitals. Phoenix Children's Hospital plans to use the money to expand its interpreter training and pay for a weeklong course for 25 medical interpreters from 14 states, including Arizona.

More than one million of Arizona's five million people speak Spanish at home, and about half of the 1million speak limited English, according to Census 2000.

Medical interpreters are a crucial part of a hospital's medical staff. The program at Phoenix Children's Hospital offers training on understanding medical terminology and cultural distinctions to ensure patients' health and safety.

The program started four years ago as a partnership between Phoenix Children's Hospital

and the University of Arizona Hispanic Center of Excellence. It includes training in medical terminology, interpreting ethics, leadership, professional development, cultural differences and team building. Nearly 800 Arizonans have been trained since 2002.

Medical interpreters are needed to assist the hospital staff's understanding of patients' needs and to be sure that when they leave the hospital they fully understand their program for follow-up care.



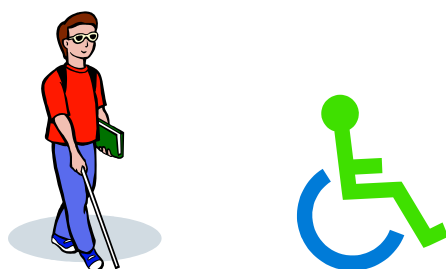
We want members to get health care services that are best for them. Please contact Member Services and tell us if a CMDP member has any cultural needs that are not addressed.

The **CMDP Provider Manual**, which is issued to each CMDP health care provider in our Preferred Provider Network, encourages the use of professional translators. The translators should be able to understand and speak a language well enough to manage medical terminology. If a professional translator is not

Equal Opportunity Employer Program. Persons with a disability may request a reasonable accommodation such as a sign language interpreter. Requests should be made as early as possible to allow time to arrange the accommodation. This document is available in alternative formats by contacting Member Services at 602- 351-2245 or toll free 1-800-201-1795.

available, over the phone translation services are appropriate.

The **Provider Manual** also states health care facilities should have easily understood patient-care handouts available in the languages of the commonly encountered groups represented in their service area.



Division of Developmental Disabilities

Eligibility Requirements:

To ensure each child receives the appropriate health care services specific to addressing their individual needs, please review the following eligibility information provided by DES, Division of Developmental Disabilities (DDD). DDD provides needed supports to people who meet the following eligibility requirements. Please go to <http://www.azdes.gov/ddd>. Select the Eligibility Requirements link from the **Menu** on the left side of the screen to review the definitions of these terms:

- Is a resident of the state of Arizona,
- Voluntarily applies,
- Is at risk of having a developmental disability (up to age six), or
- For people over the age of six years, has a diagnosis of:
 - Epilepsy-a seizure disorder
 - Cerebral Palsy-a permanently disabling condition resulting from damage to a developing brain.

- Mental retardation-a sub-average intellectual functioning. It does not include learning disabilities, or-
- Autism-a condition characterized by severe disorders in communication and behavior resulting in limited ability to communicate, understand, learn and participate in social relationships.

- The disability occurred prior to the age of 18 and,
- Has substantial functional limitations in three of seven major life areas.

Substantial functional limitations in the seven major life areas include:

- Self-care; eating, hygiene, bathing, etc.
- Receptive and expressive language; communicating with others
- Learning; acquiring and processing new information
- Mobility; moving from place to place
- Self-direction; managing personal finances, protecting self-interest, or making independent decisions which may affect well-being
- Capacity for independent living; needing supervision or assistance on a daily basis
- Economic self-sufficiency; being able to financially support oneself.

So if you believe a child may meet eligibility requirements for DDD and you would like to make a referral, it can be completed on the above referenced web site. **Please Note:** This is a referral only, not a determination of eligibility.

Most DDD eligible children also qualify for health care benefits through the **Arizona Long Term Care System (ALTCS)**. ALTCS

participants are covered for medical care, including doctor's office visits, hospitalization, prescriptions, lab work, and behavioral health services.

Once a child is determined to be ALTCS eligible, they no longer receive CMDP health plan services, but are assigned to another AHCCCS health plan which is able to provide a wider range of services specific to their individual development needs.

If you have any questions or need some help, please contact the CMDP Member Services Unit at 602-351-2245 or 1-800-201-1795.



CapTel Relay Service:

On January 1, 2006, the Arizona Relay Service introduced the CapTel Relay Service and the CapTel phones which enable people with hearing loss to hear and read word-for-word voiced phone conversations in real time without the use of an operator. According to the Arizona Telecommunications Equipment Distribution (AzTEDP) Program Manager, the response for the new phones has been tremendous and there are very few left (820 phones, as of 2/2/06).

Qualified state residents can receive a CapTel phone from AzTEDP at no charge. Due to funding restraints, distribution is limited. To apply for the equipment, contact the Arizona Commission for the Deaf and Hard of Hearing at 602-264-6876 or 1-866-223-3412, or visit the web site at www.acdhh.org.

CMDP Medical Service News

Lead Testing and TB Screening:

It is very important that as the legal guardian you talk to your assigned child's doctor and or foster caregivers about testing for lead poisoning and also for tuberculosis.

At different ages it is necessary to test for these things. The doctor may ask questions about what kind of paint is in the child's home. For example, the foster caregivers should not use a lead based paint because if the child chews on the furniture or paint, he or she could get lead poisoning. The doctor may also do a blood test to determine if the blood lead levels are high or normal. The doctor will then explain what has to be done to prevent putting the child at risk.



Also, the doctor may want to do a skin test for tuberculosis (TB). This is an infection that can occur in the lungs and can be passed on to others. If the test is positive, the doctor may do further testing, like a chest x-ray or blood tests. Your assigned child and their foster caregivers may need to take medication to prevent the spread of the infection.

These illnesses are easily prevented and/or treated when caught early. When the foster caregivers take the child to the doctor for a well-child check, they should ask the doctor if it is time to do lead testing or TB testing and they will explain when it should be done.



Is It a Cold or the Flu?

Symptoms:	Cold:	Flu:
Fever	Rare	Characteristic, high: (102-104F); lasts 3-4 days
Headache	Rare	Prominent
General Aches, Pains	Slight	Usual; often severe
Fatigue, Weakness	Quite mild	Can last up to 2-3 weeks
Extreme Exhaustion	Never	Early & Prominent
Stuffy Nose	Common	Sometimes
Sneezing	Usual	Sometimes
Sore Throat	Common	Sometimes
Chest Discomfort, Cough	Mild to moderate; Hacking cough	Common; can become severe
Complications	Sinus congestion or earache	Bronchitis, Pneumonia; can be life-threatening
Prevention	None	Annual vaccination; antiviral medicines-see the PCP or doctor
Treatment	Only temporary relief of symptoms	Antiviral medicines- see the PCP or doctor

To prevent a Cold or Flu:

- ◆ Get plenty of rest
- ◆ Keep your hands away from your nose and mouth
- ◆ Eat a well-balanced diet

- ◆ Use separate eating and drinking utensils for each household member
- ◆ Cover your mouth when you cough or sneeze
- ◆ Clean telephone headsets often

The child's PCP should be contacted if you and the foster caregivers have concerns about a:

- Cough
- Running nose
- Sore throat
- Breathing problems or chest pain
- Earache or facial pain
- Fever
- Headache
- Symptoms that worsen or persist more than several days

Southern Arizona Children's Advocacy Center (SACAC)

The Southern Arizona Children's Advocacy Center provides an array of investigative and advocacy services to child victims of abuse and their non-offending family members. Expert medical evaluations, videotaped forensic interviews, crisis intervention, and case coordination are provided in one place.

Services at the Children's Advocacy Center reduce trauma to children by ensuring that the investigations are coordinated, respectful, timely, and are conducted in a child-sensitive environment. The Center also provides training to adult professionals on mandated reporting, and education to children on personal safety and prevention of abuse.

Contact: Wilene M. Lampert, Ph.D., Executive Director; wlampert@soazadvocacy.org

Address: 2530 E. Broadway, Suite C, Tucson 85716.

Telephone: 520-319-5511.

The Birth to Five Helpline

Southwest Human Development and its new Arizona Institute for Early Childhood Development are pleased to announce an exciting free resource for parents and caregivers of infants and young children as well as the professionals who serve them:

**The Birth to Five Helpline
1-877-705-KIDS (1-877-705-5437)**



This toll-free helpline covers a full range of concerns families may have about their children from pregnancy until age five.

Flyers are attached in both English and Spanish. Please feel free to forward this information to co-workers and colleagues who work with young children and families. The flyer may also be printed and posted within your organization.

As many of you know, Southwest Human Development has specialized in services for infants, toddlers and preschoolers for nearly 25 years. For more information about the agency, go to www.swhd.org. For questions about the helpline, contact Jan Martner, director, at 602-266-5976.



Birth to Five -
English.pdf



Birth to Five -
Spanish.pdf

You may have to click onto the attachments twice (two times) to get them to open and show the flyers. Don't quit, they'll pop up.

A CMDP Reminder:

CMDP request all agencies with custody of CMDP members to inquire if the child has prior health insurance at the time of enrollment.

Child Protective Services can let CMDP know by including this information on the **CHILDS-Health Coverage Detail Screen**.

The **Juvenile Justice Agencies** should place this information on the **CMDP Enrollment/Application For Medical Assistance Funding**.

All agencies can also contact CMDP Member Services to inform us of prior insurance information.



**Please visit the CMDP Website
at:**

<http://www.azdes.gov/dcyf/cmdpe/>